

The Ombudsman Program

When I needed to speak to someone privately about my concerns, I was able to turn to the ombudsman. It really made a difference talking to a person who wasn't an employee at the facility. I received the information and support I needed to stay in control here."

---Long Term Care Resident

It's our purpose to assist these communities by offering home-based supportive services that increase older adults' independence and choice:

Amherst • Blandford • Chester
Chesterfield • Cumington
Easthampton • Goshen
Granville • Hadley • Hatfield
Huntington • Middlefield •
Montgomery • Northampton •
Pelham • Plainfield
Russell • Southampton • Southwick
Tolland • Westfield
Westhampton • Williamsburg
Worthington

Highland Valley Elder Services, Inc.

is a private tax-exempt organization that links people and communities to resources for dignity and choice.

We are a federally designated Area Agency on Aging (AAA) and a state designated Aging Services Access Point (ASAP). The Agency receives federal funds from the Administration on Aging and state funding from the Massachusetts Executive Office of Aging & Independence (AGE).



**To Report Elder Abuse 24/7:
Contact 800-922-2275**



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Highland Valley
ELDER SERVICES

Your Rights As A Long-Term Care Resident

www.highlandvalley.org



Highland Valley
ELDER SERVICES

YOUR VOICE

As a resident of a long-term care facility, you have real choices and an important voice in shaping the care you receive. Being treated with dignity and respect is your fundamental right. Feeling safe in your environment should be an everyday reality.



WE CAN HELP

The Ombudsman program at Highland Valley Elder Services visits long-term care facilities to ensure that your guaranteed rights are in place so that you can enjoy the highest quality of life. Our ombudsmen visit facilities regularly so you can discuss any problems you may be encountering with a facility's policies or any other issues related to your care and safety. All conversations with the ombudsman are CONFIDENTIAL and ombudsmen are trained to work at the resident's direction. We will not reveal your complaints to anyone at the facility unless you specifically give us consent to do so.

The services of the Highland Valley long term care ombudsmen are available free of charge to all residents of long term care facilities.

Ombudsmen can also be an important resource for individuals and families who are considering long-term care placement.



Residents' Rights:

Residents of nursing homes and rest homes have the right:

- To be treated with dignity and respect.
- To be free from physical and chemical restraints.
- To send and to receive their mail unopened.
- To participate in arranging their personal care plans.
- To refuse treatment or medication.
- To manage their personal and financial affairs.
- To present grievances to facility staff.
- To present concerns to an ombudsman.

These are just a few of your rights!

The Massachusetts Department of Public Health

It's the state agency that licenses and regulates long-term care facilities in the state of Massachusetts.

If you would like to report neglect, abuse or misappropriation of funds in a Massachusetts long-term care facility, please contact the Massachusetts Department of Public Health at 800-462-5540.